



# CAREER EXECUTIVE ASSIGNMENT

## (PENDING DPA and SPB APPROVAL)

CALIFORNIA STATE GOVERNMENT – EQUAL OPPORTUNITY AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION OR SEXUAL ORIENTATION.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE. THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

### EXAMINATION ANNOUNCEMENT

**DEPARTMENT:** Department of Technology Services (DTS)

**POSITION TITLE/LEVEL:** Advisor to the Director, Service Governance CEA 1

**SALARY:** \$ 5,970 – \$ 7,580

**FINAL FILE DATE:** UNTIL FILLED

**TENURE:** Permanent Full-Time

### POSITION DESCRIPTION:

Under the administrative direction of the Director of the Department of Technology Services (DTS) and the Technology Services Board (TSB), the “Advisor to the Director, Service Governance” (Advisor) develops Statewide IT governance policies, and advises on complex financial and operational issues for potential new technologies/future services offerings, and potential consolidation of existing distributed IT solutions into centralized shared services that affect the DTS and customer departments. The CEA will serve as a high-level staff specialist on critical business and governance issues that have implications Statewide, impacting major information technology service planning. The Advisor will conduct extensive analysis and collaborate with customers and TSB Subcommittees and IT Council Subcommittees to determine the feasibility of establishing a new service or consolidating the wide distribution of an existing service to ensure that there will be sufficient customer adoption to create the economies of scale necessary to provide the expected value and efficiencies of centralized services. The Advisor has direct input on a wide range of complex financial and operational issues affecting the DTS and customer departments.

The Advisor is responsible for making recommendations to the Director regarding new service offerings, rates for those new services, and any necessary budget negotiations to fund new service development. The duties of the Advisor to the Director, Service Governance (Advisor) are highly sensitive and demand the appropriate level of expertise to ensure that State resources and the assets of DTS customers and staff are protected. The DTS is challenged with new opportunities for growth (enterprise services), consolidation of services (redirecting information technology workload currently in departments) and economies of scale (ability to reduce costs by spreading IT costs across the State). The advisor is responsible for ensuring these challenges are met. The Advisor will have regular contacts with the following:

- High-level executive staff in the Governor’s Office
- Agency executive staff
- The State Chief Information Officer
- DTS executive and management staff
- DTS TSB members (comprised of Cabinet members)
- TSB Services Committee (comprised of Agency Secretaries)
- Agency Information Officers
- Legislative liaisons
- DTS stakeholders

## MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

**Either I**

Must be a State civil service employee with permanent civil service status.

**Or II**

Must be a legislative employee who meets the requirements of the Government Code Section 18990.

**Or III**

Must be a non-elected exempt employee of the Executive Branch for more than two consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code Section 18992.

**AND**

Applicants must meet the general minimum qualifications for the CEA Category.

## KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy-influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of the California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formation and development; personnel management techniques; the department's Equal Employment Opportunity program objectives; and, a manager's role in the Equal Employment Opportunity program. Federal reimbursement guidelines of the Office of Management Budget Circular A-87 and their applicability to the financial management of a central service data center and the ability to effectively communicate about the interaction of any reform proposal with the federal guidelines. Technology services provided by the DTS. Statewide IT investment and risk control objectives from multiple perspectives including those of the Department of Finance (DOF), the Legislature, the State CIO, DTS and its 400 plus customers.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relations with representatives of all levels of government, the public, and the Legislative and Executive Branches; analyze complex problems and recommend an effective course of action; prepare and review reports; and, effectively contribute to the department's Equal Employment Opportunity objectives. Successfully negotiate government information technology reform. Effectively communicate verbally and in writing the technical and business requirements for expanding the State's IT infrastructure and services. Effectively communicate about the complex Statewide business management requirements of an internal service fund in business language that can be easily understood by stakeholders. Effectively communicate about long-term goals and objectives to stakeholders that have pressing short-term priorities. Translate complex technology issues into business language that can be easily understood by high-level DTS stakeholders. Develop IT performance metrics under a successful model that emphasizes business performance. Analyze business questions from the perspective of DTS stakeholders and develop recommendations that represent a best fit to the priorities of each. Continuously monitor service maturity, managing periods of transition involving the subsidization of services. Apply business techniques to effectively illustrate the relevant business issues to technical staff, the Director of DTS, the TSB, DOF and the Legislature as necessary.

## DESIRABLE QUALIFICATIONS

In addition to the above, the following experience factors will be considered in competitively evaluating each candidate: Experience analyzing, evaluating and performing fiscal and risk analyses on complex project management practices. Experience in the formulation and implementation of performance metrics for an organization.

## EXAMINATION INFORMATION

The applications and Statement of Qualifications will be reviewed by a rating panel. The DTS will establish job-related evaluation criteria and will review applications and "Statement of Qualifications" after the final filing date. Using predetermined evaluation criteria based on the minimum and desirable qualifications, applicants will be competitively ranked according to their personal qualifications and experience. Interviews will be conducted with the most qualified applicants. All applicants receiving an interview will be notified of their score. The results of this exam may be used to fill subsequent vacancies in this position if they occur within the next twelve months or an examination may be rescheduled.

## FILING INSTRUCTIONS

- A Standard original State application (Form 678)
- A "Statement of Qualifications" not to exceed one page. This "Statement of Qualifications" is a narrative discussion of the candidate's education and experience that would qualify them for this position with an emphasis on the Knowledge, Abilities and Desirable Qualifications needed for this position. The "Statement of Qualifications" must include a brief description of one or two key accomplishments in the past 36 months.

The application and "Statement of Qualifications" are to be submitted to:

Department of Technology Services  
P.O. Box 1810  
Rancho Cordova, CA 95741-1810  
Attn: Tammy Ervin

Questions regarding this examination should be directed to: Tammy Ervin at (916) 464-0315 or e-mail [Tammy.Ervin@dts.ca.gov](mailto:Tammy.Ervin@dts.ca.gov)

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.  
California Relay (telephone) Service for the Deaf or Hearing impaired:  
From TDD phones: 1-800-735-2929 From voice phones: 1-800-735-2922